ORGANIZATIONAL INSTRUCTION

Flight Projects Directorate
FD01

Management of Information Technology Systems and Services

Baseline

APPROVAL

NAME	TITLE	ORG	DATE
*Original Signed by_*			
	Director, Flight Projects Directorate	FD01	June 15, 2000
_____			
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1.0 GENERAL INFORMATION

1.1 Scope

This instruction covers all aspects of the management of Information Technology (IT) equipment, services and security within the Flight Projects Directorate.

1.2 Purpose

The purpose of this Organizational Instruction (OI) is to provide policy and guidelines pertaining to the procurement and management of Information Technology systems and services and IT Security within the Flight Projects Directorate (FPD).

1.3 Applicability

This instruction is applicable to all FPD organizations and support contractors for which the Flight Projects Directorate provides IT funding regardless of location. IT policies and procedures are applicable to all civil service and contractor systems and major applications as defined in MPG 2810.1 including systems and major applications which contain FPD data but which reside on servers within contractor facilities.

2.0 APPLICABLE DOCUMENTS

Revision levels of documents are not shown. The latest revision will be used unless otherwise required by contractual requirements or other regulations. If a specific revision must be used the revision letter will be given.

MPD 2800.1   Management of Information Technology Systems and Services at MSFC

MPD 2810.1   Security of Information Technology

MPG 1100.1   Marshall Space Flight Center Organizational Manual

MPG 1440.2   MSFC Records Management Program

MPG 2800.1   Agency Information Technology Services

MPG 2810.1   Information Technology Security

MWI 4200.1   Equipment Control

MWI 4220.1   Space Utilization, Communications, Furniture, Relocation and Special Event
                  Services (Document is currently being reviewed)

MWI 5113.1   Credit Card Operating Procedures

NPD 2800.1   Managing Information Technology
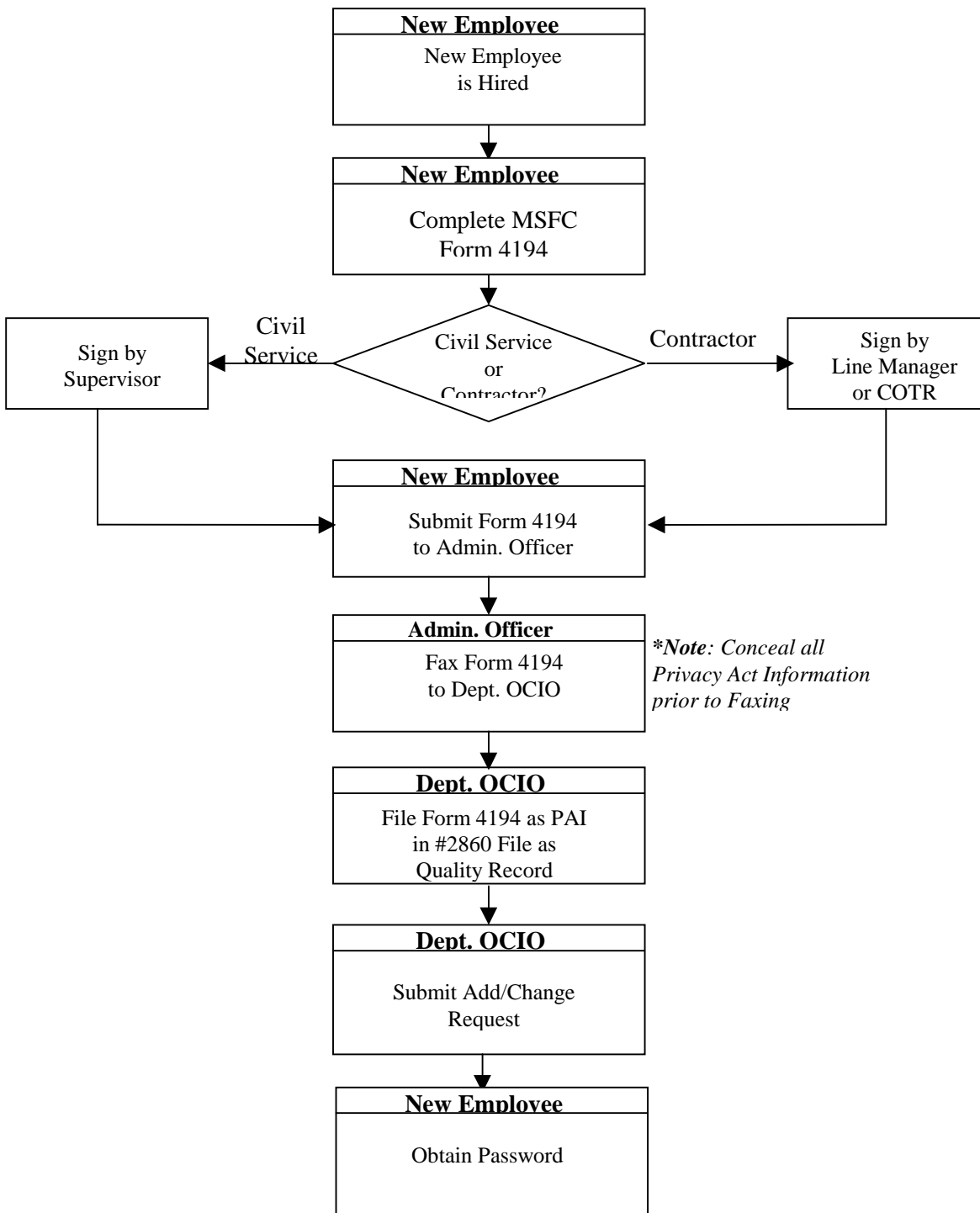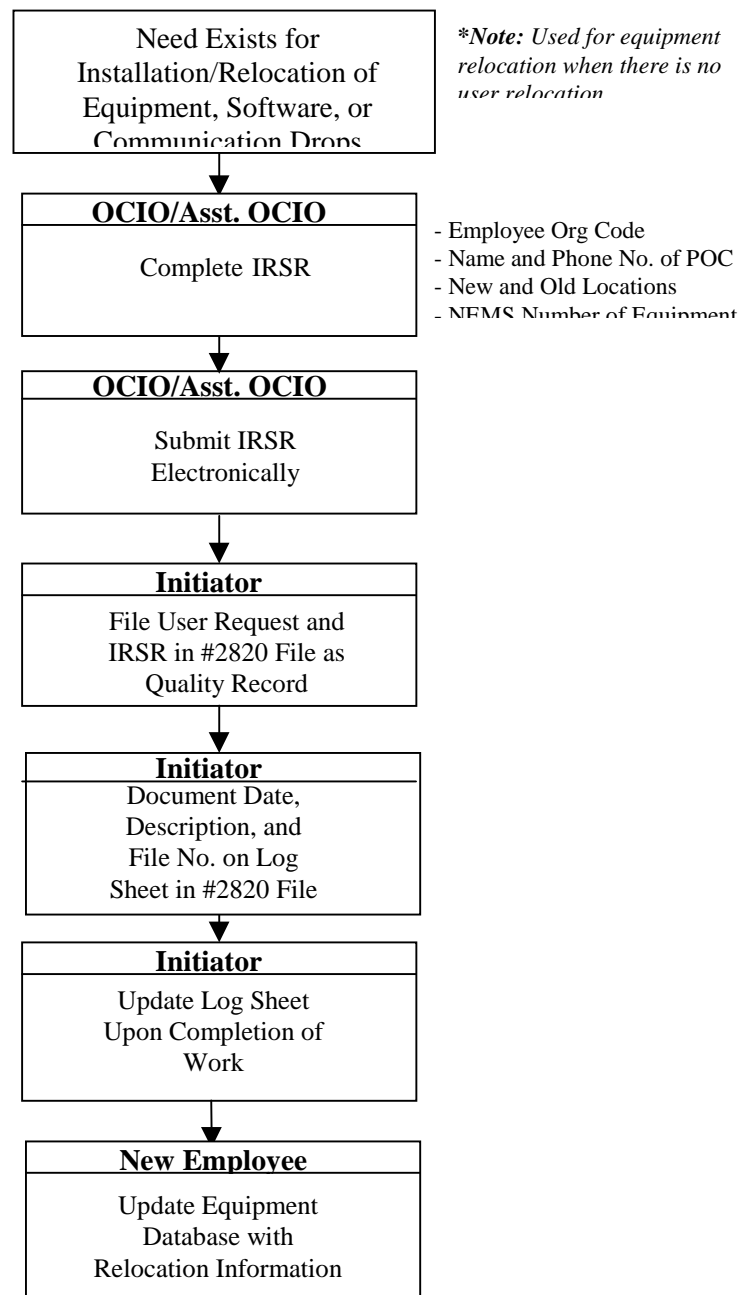
CHECK THE MASTER LIST
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

NPD 2810.1   Security of Information Technology

NPG 1441.1   Records Retention Schedules

3.0   ACRONYMS and DEFINITIONS

3.1 Acronyms

CIO   Chief Information Officer

COTR   Contracting Officer's Technical Representative

CRC   Computer Resource Committee

CSO   Computer Security Official

CSOC   Consolidated Space Operations Contract

CSS   Customer Service Specialist

DDS   Distributed Desktop System

EHS   Enhanced HOSC System

FD & FPD   Flight Projects Directorate

FMC   Facilities Move Coordinator

HOSC   Huntsville Operations Support Center

IRSR   Installation Relocation Service Request

IP   Internet Protocol

IT   Information Technology

ITSM   Information Technology Security Manager

NEMS   NASA Equipment Management System

OCIO   Organization Chief Information Officer

OCIO Assistant   PrISMS or other Contractor Support to the OCIO

ODIN   Outsourcing Desktop Initiative for NASA

PAI   Privacy Act Information

PrISMS   Program Information Systems Mission Services

SRS   Service Request System

3.2 Definitions

Chief Information Officer The MSFC CIO is responsible for planning, coordination, and oversight of initiatives and measures to ensure the confidentiality, integrity, and availability of information processed by MSFC IT systems, consistent with the operational needs of MSFC's missions, programs, and projects.

Computer Resource Committee The Flight Projects Directorate Computer Resource Committee is made up of representatives from each organization within the directorate.

Facilities Move Coordinator The Facilities Move Coordinator is designated by the Facilities Engineering Department to coordinate moving of computer hardware.

Information Technology Information Technology includes computer and communications systems, ancillary equipment, software applications, hardware, firmware, networks, and support personnel and services that enable FPD personnel to generate, process, store, access, manipulate, exchange, and safeguard information.

Information Technology Security Manager The Information Technology Security Manager for the Center is appointed by the Chief Information Officer. Duties of this position may be found in MPG 2810.1 Chapter 1.1.8.

Line Manager The Line Manager is a civil service department manager or group lead who exercises administrative or operational controls, whether directly or through delegated technical civil service or contractor staff, for an IT resource in his/her area of responsibility. Reference the definition provided in MPD 2810.1.

Organization Chief Information Officer The FPD OCIO will serve as the IT representative for the Flight Projects Directorate and will serve as the primary point of contact concerning IT with organizations outside FD, define IT requirements, and allocate and manage IT resources for the organization.

Property Support Assistant The Property Support Assistant is the person assigned to provide property support to users for each organization.   A listing of property assistants is available at the following URL: http://inside.msfc.nasa.gov/AD40/property/propcust.pdf.

Service Request System The Service Request System allows users to submit requests for services electronically and is available at the following URL: http://4help.msfc.nasa.gov/.

4. INSTRUCTIONS

4.1 <u>FPD APRS Internal Process</u>

This process is used for initiation of ODIN Catalog Orders and Automated Procurement Request System (APRS) requests.

<u>User Requirements</u>   For purchases via the ODIN Catalog, users will provide a memo requesting a purchase through ODIN to their OCIO. As indicated in the sample memo provided in Appendix A, the memo should show justification of the purchase, the appropriate funding code, a full description of user requirements, and should be signed by the requestor's Group Lead and Department Manager. If the user has been provided a quote via ODIN, that quote reference number should also be provided in the memo.

<u>Organization Chief Information Officer (OCIO) Function</u> The OCIO will review the request and after approval will provide a copy of the memo and any other pertinent data to the Initiator for action.

<u>Initiator Responsibilities</u> The initiator will contact the appropriate Program Analyst in the Business Management Resources Group to verify available funds. This verification will be documented either in writing or via a printed e-mail and included in the procurement package.

Upon verification of funds, the initiator will submit a request via the ODIN Catalog to order the item(s) identified by the user. If the user has already performed this step the initiator will obtain a copy of the ODIN Catalog order document.

Upon receipt of the ODIN Catalog order document and number the initiator will submit a procurement request via the Automated Procurement Request System (APRS). This request will be routed to the appropriate funding authorities for processing approval.

The initiator will file the documentation details for each request in the APRS logbook kept in the office of the OCIO Assistant until the purchase is complete.

After the delivery and or installation is complete the documentation will be filed as file # 2810/ODIN Catalog/APRS Requests in the office of the OCIO or OCIO Assistant in accordance with the latest versions of MPG 1440.2 and NPG 1441.1.

4.2 <u>FPD Computer Access Request (CACS) Process</u>

When a new employee, whether government or contractor, comes to FPD and needs a user account to access Distributed Desktop Services (DDS), FPD Group areas, and electronic mail it is necessary to complete the MSFC Form 4194.

The form is accessible from DDS and can be printed out by any DDS user.

The new Civil Service employee should complete the form and have it signed by the immediate supervisor. If the employee is a contractor, an MSFC line manager or the employee's contract COTR should sign.

Upon completion the form should be submitted to the appropriate FPD Administrative Officer. The Administrative Officer will ensure that a copy of the form is Faxed to the appropriate contact requesting that the account be created. The <u>Privacy Act Information</u> on the form will be removed or covered before the fax is transmitted, and privacy information will be provided via telephone to the appropriate person. After the account is created the form will be filed as Privacy Act Information in the office of the Administrative Officer in file #2860/Computer Access Control System (CACS) User ID Requests. A copy of the form will be provided to the OCIO assistant who will submit an ODIN Add/Change Request to obtain a new ODIN seat.

When the account has been created a message is sent to all concerned. Upon notification, the new employee should contact the appropriate persons as indicated in the message received, to obtain the new user ID and temporary password.

4.3 <u>FPD Equipment Loan Process</u>

Employees requiring the use of IT equipment off-site are required to sign the proper MSFC Form as identified in MWI 4200.1.6.n. A listing of property assistants is available at the following URL: http://inside.msfc.nasa.gov/AD40/property/propcust.pdf. The property assistant can provide information on what form is appropriate for the user's requirement.

Copies of any property loan agreements <u>for non-ODIN equipment</u> (MSFC Forms 4241 or 38 or NASA Form 892, etc.) should be provided to the OCIO and a copy retained by the user. Note that hand-held organizers and similar equipment should have a NASA property sticker and if not, the user should obtain one from his/her assigned property assistant. These items also require the proper equipment loan agreement form.

The OCIO Assistant will document the latest equipment status in the FPD historical equipment data base. A copy of the Employee Equipment Loan Agreement will be filed in the FPD Equipment Loans folder file # 4200 in the office of the OCIO or referenced in his/her files and kept in the office of the OCIO Assistant.

4.4 <u>FPD Installation Relocation Service Request (IRSR) Process</u>

This process is used for relocation and/or installation of equipment, software, or communication drops within the Flight Projects Directorate. When these types of actions are needed, the OCIO or the OCIO Assistant complete the following Installation Relocation Service Request (IRSR) process:

The IRSR request should be used when there is equipment relocating, but not the user; for installation of software; for installation of communications drops; for IP addresses; and for print queues. Information required includes the employee's organization code, name and telephone number of point-of-contact, new and old locations of the equipment and employee, and NEMS numbers of the equipment to be moved.

A blank ODIN IRSR and the format for completing all required data are available from the user's designated ODIN CSS. The completed IRSR is then electronically mailed to the mailing address designated for collection of IRSR's, the OCIO, the Administrative Officer, the CSS, and the Facilities Move Coordinator.

The initiator is responsible for performing the following:

- Filing a copy of the user's request (i.e., e-mail or other) and completed IRSR request in the file # 2800/IRSR folder located in the office of the OCIO.

- Documenting the date, description, and file number on the log sheet kept in the file # 2800/IRSR folder.

- Updating the log sheet with the completion date upon completion of the request.

- For Non-ODIN Equipment Only: Updating a historical equipment database with the relocation information. This database will be located in an electronic folder shared by all OCIOs and OCIO Assistants for historical reference purposes.

4.5 FPD User and Equipment Relocation Process

A user who is relocating should refer to MWI 4220.1.

The user will request approval through the Service Request System (SRS). The Administrative Officer will coordinate the availability of the cubicle/office and approval of the appropriate management officials. After management approval the Administrative Officer will provide approval through the SRS. The SRS will notify the Administrative Officer and the OCIO when the move is complete.

The OCIO or OCIO Assistant will then update the FPD historical equipment data base and file a copy of the request in the file # 2800/Service Requests folder.

4.6 FPD Waiver Process

MPG 2800.1, Paragraph 7.1 requires that IT services and products are procured through the MSFC established contracts (ODIN, PrISMS, CSOC, UMS). A waiver will be required for any items that are not procured through these contracts. Waivers may be granted by an OCIO, however, monthly waiver reports will be consolidated by the Directorate OCIO and furnished to the MSFC CIO.

A memorandum requesting a waiver of the requirement to purchase through ODIN will be required when purchasing any item(s) that is (are) not available through the ODIN Catalog or outside of other MSFC established contracts, or when the price comparison is such that ODIN procurement is not cost effective. A sample waiver memorandum is provided in Appendix B. (If a purchase is to be made through ODIN refer to Appendix A.) Appendix C contains further guidance provided by the Center CIO for IT purchases. OCIO Assistants will provide assistance to users in preparing waivers as required.

As indicated in the sample memorandum, the waiver should state the justification, provide a funding code, and should be signed by the Group Lead and Department Manager responsible for the funds being used. Any documentation showing price comparisons or quotes should be included with the waiver package.

Upon completion, the waiver request memo should be forwarded to the OCIO for approval. The OCIO or OCIO Assistant will, upon approval, file the memo and log it. A log of all waiver memos will be forwarded to the CIO monthly. The OCIO will then forward a copy of the waiver to the Initiator of the purchase as well as a signed copy to the requester.

5.0 NOTES

5.1   The Flight Projects Directorate will utilize the appropriate MSFC organizations and their contractors (i.e., ODIN, PrISMS, CSOC) for all IT products and services as defined in the Center organizational charters and as defined in MPG 2800.1. The UMS contract will continue to be used for EHS type procurements.

5.2   The Director of Flight Projects will appoint a directorate level Organization Chief Information Officer (OCIO), as well as OCIO's from each department/office within the Directorate. Historical data records will be maintained in a data base accessible to the OCIO's as a management tool for tracking non-ODIN equipment [i.e., hand held devices, models, typewriters, die-on-the-vine (non-maintenance items) printers, etc.]. PrISMS contractor support personnel will assist the OCIO's in these assignments and will be referred to as the OCIO Assistant(s).

5.3   As required by MPG 2800.1, IT services and products will be procured through MSFC's established contracts (CSOC, ODIN, PrISMS unless a waiver is issued. Waivers may be granted by any FPD OCIO. Waiver reports for each department/office within the FPD should be forwarded monthly to the Directorate OCIO to be consolidated and reported to the MSFC CIO. All waivers and waiver reports will be filed using MPG 1440.2 and NPG 1441.1 guidelines.

5.4   Government credit cards may only be used when requirements exist that cannot be provided by an existing Center contract; the Center contractor's cost is documented as not reasonable compared to outside sources (attach comparison data to waiver to be approved by OCIO); or when a credit card purchase is necessary to satisfy an emergency requirement. All credit card IT purchases will be approved by a FPD OCIO and will be processed and filed by the credit card holder in accordance with Center Credit Card procedures as defined in latest version of MWI 5113.1.

5.5   A Computer Resource Committee (CRC) will be maintained and consist of personnel from each organization who represent their areas concerning IT policy, guidelines, and management of IT within the Directorate. This group will meet on an as-needed basis to discuss upcoming trends, concerns, and IT requirements, and to share ideas and experiences to promote the efficient use of IT products, services, and resources within the directorate. This group will provide recommendations to the OCIO's as requested. Minutes of the CRC meetings and recommendations will be filed in folder # 2800/Information Technology Management using the latest version of NPG 1441.1 Appendix A, Agency Filing Scheme (AFS), and kept in the office of the Directorate OCIO.

5.6   IT Security policies and guidelines will be implemented within the Directorate through the Directorate Level Computer Security Official (CSO). Each Department/Office will have a CSO designated by their respective Department/Office Managers. The Directorate CSO will function as the liaison to the Center Information Technology Security Manager (ITSM) on all matters concerning IT

Security for the Directorate. Department/Office CSO's will be responsible for all IT security concerns within the department/office that they represent and will assume all functions of the CSO for their department/office as described in MPG 2810.1. The Directorate CSO will coordinate all IT Security actions through communication with the internal CSO's and keep Directorate Management informed of issues/concerns affecting the Directorate.

6.0 SAFETY PRECAUTIONS AND WARNING NOTES

None

7.0 APPENDICES, DATA, REPORTS, AND FORMS

Appendix A: ODIN Purchase Request Sample Memorandum

Appendix B: Sample Waiver Memorandum for a Non-ODIN Purchase

Appendix C: Waiver Questions Regarding the Purchase of Non-ODIN Items

8.0   RECORDS

There are no Quality Records necessary as a result of the Organizational Instruction, but a number of files have been identified as being needed. The table below identifies specific files required by this Organizational Instruction.

File Title	Description of Record	Reference	Notes
File #2800/ODIN Catalog/APRS Requests	Contains request memo, funding verification, APRS request, and delivery and installation verification.	This OI, Paragraph 4.1; MPG 1440.2; NPG 1441.1	File #2800 is maintained by the office of the OCIO
File #2800/ Computer Access Control System (CACS) User ID Requests	Contains completed MSFC Form 4194. This is a user account request for electronic mail, DDS access, etc.	This OI, Paragraph 4.2	File #2800 is filed and maintained by the office of the OCIO. **Contains Privacy Act Information - must be safeguarded**
File #4200/FPD Equipment Loans	Contains documentation for employee equipment loans (e.g., portable computers, handheld devices)	This OI, Paragraph 4.3	File #4200 is filed and maintained by the office of the OCIO, or referenced there and kept by the office of the OCIO Assistant

File Title	Description of Record	Reference	Notes
File #2800/IRSR	Contains the log sheet, user request, and completed IRSR request for equipment relocation and/or installation, IP addresses, communication drops, print queues, software installation	This OI, Paragraph 4.4	File #2820 is filed and maintained by the office of the OCIO
Historical Equipment Database (Electronic)	Electronic database of equipment orders, relocations, etc.	This OI, Section 4.0	This is an electronic database shared by the OCIO and OCIO Assistant for historical reference purposes
File #2800/Service Requests and MSFC Form 915's	For office and computer equipment relocation	This OI, Paragraph 4.5. Also see MWI 4220.1 for office standards and communications requirements	File #2800 is kept and maintained by the office of the. The Historical Equipment Database is updated using this document as input.
Waiver for Equipment Purchases	Contains approved equipment purchase waiver memorandum. This is for purchases not made through ODIN, CSOC, PrISMS, or UMS	MPG 2800.1, Paragraph 7.I	Waiver file is filed and maintained by the office of the OCIO or. A log of waiver memos is sent to the CIO monthly
File #2800/ Information Technology Management	Contains CRC meeting minutes and recommendations	This OI, Paragraph 5.5	File #2800 is filed and maintained by the office of the Directorate OCIO
Credit Card Holder File	File of Credit Card Small Purchases Credit card file consists of original MSFC Form 4235, copies of bank statements, original merchant invoices, and copies of dispute information	This OI, Paragraph 5.4. MWI 5113.1, paragraph 6.p.	Kept and maintained by card holder.

9.0   TOOLS, EQUIPMENT, AND MATERIALS

None

10.0 PERSONNEL TRAINING AND CERTIFICATION

Training requirements established by the Center IT Security Manager will be implemented within the directorate as required by MPG 2810.1 and in accordance with NPG 1441.1. IT Security Training records will be maintained by the MSFC Training Office as per mandate by the Center Steering Committee.

11.0 FLOW DIAGRAM

The following flow diagrams depict the processes outlined in paragraphs 4.1, 4.2, 4.4, and 4.6. Paragraphs 4.3 and 4.5 do not need flow diagrams since they are self-explanatory.

FIGURE 1: FD Automated Procurement Request System (APRS) Process **(**Paragraph 4.1)

User

Prepare ODIN
Purchase Request
Memo (Appendix A)

- Justification
- Funding Code
- User Requirements
- ODIN Quote Ref. No.
- Signed by Group Lead and
  Department Manager of Requestor

User

Send Memo to
OCIO

OCIO

Review &
Approve?

No → Return to User

Yes

OCIO

Send Memo & Data
to Initiator

Initiator

Verify Funds
Availability, Prepare
ODIN Catalog Order

Initiator

Submit Order via APRS
after Receipt of ODIN
Catalog Number

Initiator

File Documentation
as Quality Record Upon
Delivery & Installation
(See Section 8)

FIGURE 2: FD Computer Access Request (CACS) Process (Paragraph 4.2)

New Employee

New Employee
is Hired

New Employee

Complete MSFC
Form 4194

Civil Service ── Civil Service or Contractor? ── Contractor

Sign by Supervisor

Sign by Line Manager or COTR

New Employee

Submit Form 4194
to Admin. Officer

Admin. Officer

Fax Form 4194
to Dept. OCIO

Note: Conceal all Privacy Act Information prior to Faxing

Dept. OCIO

File Form 4194 as PAI
in #2860 File as
Quality Record

Dept. OCIO

Submit Add/Change
Request

New Employee

Obtain Password

FIGURE 3: FD Installation Relocation Service Request (IRSR) Process (Paragraph 4.4)

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┌─────────────────────────────┐
│      Need Exists for        │        *Note: Used for equipment
│  Installation/Relocation of │        relocation when there is no
│   Equipment, Software, or   │        user relocation
│     Communication Drops     │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│      OCIO/Asst. OCIO        │        - Employee Org Code
│                             │        - Name and Phone No. of POC
│       Complete IRSR         │        - New and Old Locations
│                             │        - NEMS Number of Equipment
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│      OCIO/Asst. OCIO        │
│                             │
│        Submit IRSR          │
│       Electronically        │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│         Initiator           │
│                             │
│   File User Request and     │
│   IRSR in #2820 File as     │
│       Quality Record        │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│         Initiator           │
│       Document Date,        │
│     Description, and        │
│      File No. on Log        │
│    Sheet in #2820 File      │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│         Initiator           │
│                             │
│     Update Log Sheet        │
│    Upon Completion of       │
│           Work              │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│       New Employee          │
│                             │
│     Update Equipment        │
│      Database with          │
│   Relocation Information    │
└─────────────────────────────┘
```

FIGURE 4: FD Waiver Process (Paragraph 4.6)

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        ┌─────────────────┐
        │ Establish Need  │     - Not available through ODIN
        │  for Waiver     │     - More cost effective elsewhere
        └─────────────────┘
                │
                ▼
        ┌─────────────────┐
        │ Prepare Waiver  │     - Justification
        │  Memorandum     │     - Funding Code
        └─────────────────┘     - Price Comparisons/Quotes
                │               - Line Manager's Signature
                ▼                  (responsible for funding
        ┌─────────────────┐
        │ Forward Memo    │
        │   to OCIO       │
        └─────────────────┘
                │
                ▼
              ╱╲
   ┌──────┐ No ╱  ╲
   │ Stop │◄──╱ OCIO╲
   └──────┘   ╲Approval╱
              ╲  ╱
               ╲╱
                │ Yes
                ▼
        ┌─────────────────┐
        │ OCIO Files and  │
        │ Logs Memo,      │
        │ Forwards copies │
        │  to Initiator   │
        │  & Requester    │
        └─────────────────┘
```

APPENDIX A
ODIN PURCHASE REQUEST SAMPLE MEMORANDUM

FDXX   Date: _____

TO: FD__/OCIO's Name

FROM: FD__/Manager

SUBJECT: ODIN Purchase Request

The purchase of *equipment needed* is required for *user's name* in order to support *project or mission to be supported.*

The purchase of this equipment/software is necessary because:
Justification of why the items are needed.

If the order has already been submitted to ODIN please provide the ODIN Catalog reference number and a copy of the order.

The estimated cost for *the items needed* is *the cost in dollars* and the funding code for the upgrade is *funding code*. Funding questions for this procurement may be referred to *the project or organization program analyst.*

If you have any question regarding this request, please contact *the name, telephone number, and /or e-mail address of the point of contact*.

_____
Manager, *Group Name*

_____
Department Manager, *Department Name*

_____
OCIO's Name, FDXX OCIO

APPENDIX B
SAMPLE WAIVER MEMORANDUM FOR A NON-ODIN PURCHASE

FDXX   Date: _____

TO: FDXX/*OCIO*

FROM: FDXX/*Manager*

SUBJECT: Waiver For Permission to Purchase Outside Of ODIN

The purchase of *equipment needed* is required for *user's name* in order to support *project or mission to be supported.*

The purchase of this equipment/software is necessary because:
Justification of why the items are needed.

This purchase is requested outside of ODIN because:
Justification of why the items needed cannot be provided by ODIN (this should include any available cost comparisons.

The estimated cost for *the items needed* is *the cost in dollars* and the funding code for the upgrade is *funding code*. Funding questions for this procurement may be referred to *the project or organization program analyst.*

If you have any question regarding this request, please contact *the name, telephone number, and /or e-mail address of the point of contact*.

_____
Manager*, Group Name*

_____
Department Manager, *Department Name*

_____
OCIO's Name, FDXX OCIO

APPENDIX C
WAIVER QUESTIONS REGARDING THE PURCHASE OF NON-ODIN ITEMS

ODIN is the primary source, not an alternative, for "purchasing" desktop computer equipment. The intent of the outsourcing initiative is to remove the Government ownership of desktop computing resources, and the Agency has directed each Center to participate to the fullest extent possible in the ODIN contract. MSFC has made the decision to utilize the ODIN contract as its major supplier of desktop systems, and the ODIN catalog is also available to procure those items. OAO Corporation participated in a full and open competition and has won the contract to supply MSFC and the other Code M Centers with products and services specifically noted in their contract.

Two of the objectives defined for the ODIN Program by NASA management are:

* Shift asset management responsibility and risk to the private sector
* Focus remaining civil service on core R&D missions.

There is a significant cost associated with Government ownership of Information Technology (IT) assets, especially in the case of computers. The full cost of people (both civil service and contractor), equipment, and asset management systems required to track, report, and inventory computers is high. With a shrinking NASA workforce and decreased funding available for the contractors and support systems needed for the property management function, ODIN was designed to shift this responsibility and cost to the private sector.

Purchasing items from outside ODIN hinders NASA management's efforts to meet the first objective by prolonging the existence of NEMS tagged equipment. NASA management made the conscious decision to outsource these services in an effort to focus dwindling civil service resources into core mission areas. In so doing, NASA has shifted responsibility for how the ODIN Service Level Model (SLM) is implemented to the contractors from the traditional NASA involvement and direction.

Information Technology items that CANNOT be procured from ODIN should be purchased through an existing contract at MSFC (PrISMS, CSOC, etc). Credit Card purchases are subject to approval by the Organizational CIO or the MSFC CIO, and waivers are required for credit card purchases of IT equipment. Waivers must be approved by an Organizational CIO or the MSFC CIO.

The following information should accompany all waivers.

JUSTIFICATION: The justification must include why the is item needed; whether it is a new or existing requirement (upgrade/replacement), and if so, what is being upgraded or replaced;   the user's organization; the project(s) it supports; whether it is mission critical; where the equipment will be located; and the projected life-cycle costs. The rationale provided should acknowledge the full cost to NASA associated with purchasing (including the initiator's time) tracking, inventorying, reporting, maintaining, and the liability burden of Government-owned equipment.

The following must also be answered

1. Does ODIN provide this item?

If yes, why can't this item be procured from ODIN? If the answer is cost, is the ODIN Category 3 price more than 15% (20%????) higher? Compare ODIN and NON-ODIN Life cycle costs. Include time spent by initiator in purchasing the item or costs associated with existing non-ODIN shipping/receiving facilities.

If ODIN cannot provide the item, who will maintain it once it is purchased elsewhere? If it is under warranty, then who will be responsible for sending the item back? How will they ship it? Who will pay for the shipping?

2. If the item must be tracked by a property custodian, who is the custodian?

3. If the system requires software, who will provide it, repair the system, and install it? ODIN has a return to service charge for non-ODIN items installed on ODIN seats that they receive trouble tickets for.

4. If Network Connectivity is required, will you add this to ODIN as a network seat?

RAINES RULES: The acquisition of IT resources must address the Raines Rules which are shown below; MSFC is mandated by law to consider these rules in its acquisition of IT resources.

The decision criteria to be considered prior to initiating a new investment in information technology include the following:

- **Mission Support -** The investment supports core or priority mission functions that need to be performed by the Federal Government

- **Alternative Sources -** The investment is undertaken because no alternative private sector or government source can efficiently support the function

- **Work Process Redesign -** The investment supports work processes that have been simplified or otherwise redesigned to reduce costs, improve effectiveness, and make maximum use of commercial, off-the-shelf technology

- **Return on Investment -** The investment demonstrates a projected return on the investment that is clearly equal to or better than alternative uses of available public resources. Return may include: improved mission performance in accordance with GPRA measures, reduced cost; increased quality, speed, or flexibility; and increased customer and employee satisfaction. Return should be adjusted for such risk factors as the project's technical complexity, NASA's management capacity, the likelihood of cost overruns, and the consequences of under- or non-performance.

- **Architectures -** The investment should be consistent with Federal and NASA architectures which integrate NASA work processes and information flows with technology to achieve NASA's strategic goals; reflect NASA's technology vision and year 2000 compliance plan; and

specify standards that enable information exchange and resource sharing, while retaining flexibility in the choice of suppliers and in the design of local work processes.

- **Risk Reduction -** The investment reduces risk by avoiding or isolating custom-designed components to minimize the potential adverse consequences on the overall project; using fully tested pilots, simulations, or prototype implementations before going to production; establishing clear measures and accountability for project progress; and securing substantial involvement and buy-in throughout the project from the program officials who will use the system.

- **Phased Development -** The investment is implemented in phased, successive modules as narrow in scope and brief in duration as practicable, each of which solves a specific part of an overall mission problem and delivers a measurable net benefit independent of future modules.

Acquisition Strategy - The investment employs an acquisition strategy that appropriately allocates risk between government and contractor, effectively uses competition, ties contract payments to accomplishments, and takes maximum advantage of commercial technology.